



**QAA**



Education and Culture DG

Lifelong Learning Programme



EUROPEAN ASSOCIATION  
FOR QUALITY ASSURANCE  
IN HIGHER EDUCATION

*With support from the Life-long Learning Programme of the European Commission*

**IQA seminar for the ENQA Internal Quality Assurance group and others:  
Internal Quality Assurance - Enhancing quality culture  
8-9 June 2010**

Venue:

Park Plaza Westminster Bridge London  
200 Westminster Bridge Road, London SE1 7UT, UK

**SEMINAR PROGRAMME**

**DAY 1  
8 June, 2010**

11:30 Registration

12:00 Lunch

**13:00 Welcome and introduction to the seminar**

*Anthony McClaran, Chief Executive, QAA*

*Achim Hopbach, President of ENQA*

*Douglas Blackstock, Director of Administration, QAA, IQA Steering Group representative*

**13:30 Communicating a Quality Culture**

*Joan Fogarty, Communications and Information Manager, IUQB*

14:30 Coffee break

**15:00 Building a quality culture with facts**

*Philip Sullivan, Project Manager, Liverpool John Moores University,*

*Paul Klute, PhD Student, University of Kansas*

**15:45 Interactive roundtable session on quality culture**

- Concrete examples to prepare for the breakout sessions, examples presented by Signe Ploug Hansen EVA (Denmark), Henri Ponds, NVAO (the Netherlands) and Todor Shopov, NEAA (Bulgaria)





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- 17:15**      **Feedback from the interactive roundtable session**  
- Facilitated by the IQA Steering Group in the main room
- 17:30**      **End of day one**  
*Douglas Blackstock, Director of Administration, QAA, IQA Steering Group representative*
- 19:00      Social programme – Visit to the London Eye
- 20:00      Welcome reception at restaurant Skylon  
Address: Royal Festival Hall, Belvedere Road, London SE1 8XX





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**DAY 2**  
**9 June, 2010**

- 08:30 Election of the ENQA IQA Steering group**
- 09:00 Using Dashboard in IQA**  
*Paul Klute, PhD Student, University of Kansas,*  
*Philip Sullivan, Project Manager, Liverpool John Moores University*
- 09:45 Breakout session about good and ineffective practices on the IQA of agencies**
- Participants are encouraged to submit examples beforehand, to be presented in small groups. IQA Steering Group will prepare questions and facilitate the discussions.
- 11:15 Coffee break
- 11:30 Innovations in practice:**
- **A digital library**  
*Albert Basart Capmany, Project Manager, Librarian, AQU Catalunya*
  - **INQAAHE Database on Good Practices in Quality Assurance**  
*Esther van den Heuvel, Project Officer, The International Network for Quality Assurance Agencies in Higher Education (INQAAHE)*
- 12:30 Lunch**
- 13:30 An outsider's view on IQA**  
*Alexandre Blasi, Senior Adviser, RJCE Business Consultancy,*  
*Member of Board, AQU Catalunya*
- 14:30 Concluding session**  
*Signe Ploug Hansen, Director of Methodology, EVA, IQA Steering Group representative*
- 15:00 End of seminar

